

For Commission Use Only:

Case:

03-0662

ORIGINAL FILE ILLINOIS
COMMERCE COMMISSION
2003 OCT 23 10:23
FORMAL COMPLAINT

Illinois Commerce Commission

527 E. Capitol Avenue

Springfield, Illinois 62701

CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint):

Jamie Catherine Falconer

Against (Utility name):

SBC Ameritech + Global Teldata Inc

As to (Reason for complaint)

Double billed - do not want to pay two
different companies for one call.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

444 W. Fullerton Parkway Unit 1203
Chicago, IL 60614

The service address that I am complaining about is

444 W. Fullerton Parkway Unit 1203
Chicago, IL 60614

My home telephone is

[773] 880-9081

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[773] 296-4071

(Full name of utility company) SBC Ameritech + Global Teldata Inc (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

735.70 - Administrative Code

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed. Please see attached.

Please clearly state what you want the Commission to do in this case:

Please see attached.

Date: 10-14-03
(Month, day, year)

Complainant's Signature

Jamie Catherine Falconer

If an attorney will represent you, please give the attorney's name, address, and telephone number.

N/A

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Diane Richard, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature)

Diane Richard

Subscribed and sworn/affirmed to before me on (month, day, year) October 15, 2003.

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Jamie Catherine Falconer
444 West Fullerton Unit 1203
Chicago, IL 60614

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- I. SBC Ameritech set up two phone lines so that I could work from home in February 2002. Service included voicemail, local service, caller ID and call waiting. In March 2002, I decided to switch local phone provider from SBC Ameritech to Global Teldata (service included voicemail, local service, caller ID and call waiting). I received a welcome letter from Global Teldata and my voicemail changed around April 3, 2002. I was surprised when I received a bill from both SBC Ameritech and Global Teldata that month. The first bill I thought was just an overlap and paid both bills. While I have continued to pay Global Teldata, SBC Ameritech continued to bill me.
- II. I contacted both companies telling SBC Ameritech that I was not a customer of theirs and would not be paying their bill. An SBC representative told me that often it takes Ameritech up to six months to get the billing straightened out when a customer left and not to worry about the bills. The representative also stated that he showed in the computer that I had left SBC Ameritech and that the order was being processed to make me a Global Teldata customer. Additionally, I started to receive calls and sales literature to return and become a customer of SBC Ameritech again. I called Global Teldata to inform them of my problem. They stated that I was all set up as their customer and that from their end there was no problem. I continued to be double billed by both companies. I continually contacted both companies trying to get this issue resolved.
- III. Eventually I contacted the Illinois Commerce Commission. As a result, SBC Ameritech did stop billing me. However SBC Ameritech has failed to clear up or negotiate the removal of the outstanding charges. Charges for service provided by Global Teldata.
- IV. This year, my long distance with AT&T was shut off because SBC Ameritech sent an email closing my account. After numerous calls trying to get my long distance service reinstated, I contacted the Illinois Commerce Commission who was able to get my long distance service reestablished. AT&T apologized for any inconvenience. I feel that SBC Ameritech is harassing me by contacting a third vendor and canceling service for me as well as turning me over to a collection agency. That agency has continued to call and write harassing letters. (Continue on next page)

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- V. The collection agency states that it does not matter that I am not a customer of SBC Ameritech; I still need to pay them.
- VI. I would like SBC Ameritech to reimburse me for the month that I double paid. That amount is \$149.79. Additionally I do not owe the \$824.97 that the collection agency states I owe. I also want SBC to purge my record of this entire issue.

Please clearly state what you want the Commission to do in this case.

I would like the Commission to reinforce that it is illegal for two different companies to bill a customer for the same service (meaning that I make one call to my corporate office and have to pay for that call twice.) More generally, this double billing is absurd. I would like the Commission to make SBC Ameritech and Global Teldata work together so other customers do not have this same problem. Order SBC Ameritech to clear my credit, stop the collection process, clear up my credit history and stop contacting me. I have paid Global Teldata for phone services; it is the phone provider that I prefer. My bills at Global Teldata are half that of SBC Ameritech.